



ATTENTION: Tax Preparers

Processing Error on Certain Substitute Income Tax Returns

The Louisiana Department of Revenue has identified and corrected a processing error that affected approximately 2,200 substitute income tax returns that have been processed by the Department. This processing error did NOT affect handprint returns, substitute returns that contain the 2-D barcode, or electronically filed returns.

The error concerned a failure by the Department's automatic processing software to properly post Line 1 of the Child Care Credit Schedule (the Federal Child Care Credit figure). As a result, the state credit was disallowed and resulted in either a reduction of the taxpayer's expected refund amount or receipt of a billing by the taxpayer.

The Department is correcting taxpayer accounts involved in the error and will be issuing refunds for the balance of the correct refund amount. However, this is a manual process that will take a few days to complete. Accordingly, should your taxpayer client contact you with regard to this error, you may contact any office of the Department to verify that the necessary correction has been made.

The Department regrets this error occurred and has taken precautions to prevent similar errors in the future.